



# Institute of Management Services

*The home of Productivity Professionals*



## November 2021 Newsletter

### Institute Administration - New Provider

In common with many UK organisations the past two years have been difficult due to the Covid pandemic. Our difficulties were compounded in April 2020 when our administrator found new employment and left the employ of the Institute.

Due to the work undertaken by the Institute's Council members the administration of the Institute continued to be effective and we offered a full service to members.

In recent months the Institute's Board recognised that outsourcing its administration was a priority. After an intensive tendering process we are pleased to announce that the Institute has outsourced its administration to Cygnul Ltd based in Hanley Swan, Worcestershire. Cygnul Ltd is owned and managed by Kirstie York.

Cygnul specialises in providing a complete remote office service to membership associations and not for profit organisations. The Institute will have a dedicated and experienced team with Liz and Bertie, as well as Kirstie, providing a comprehensive service to Institute members.

The Institute's Council of Management is confident that Kirstie and her staff will deliver a very competent, efficient and friendly service to Institute members.

Institute of Management Services Administration

Contact Details:

Email: [admin@ims-productivity.com](mailto:admin@ims-productivity.com) Tel: 01543 308605



### Autumn Journal

Is available on the IMS website

[www.ims-productivity.com](http://www.ims-productivity.com)



## Workplace Stress

It is possible that returning to the office represents the return of stress for pro home workers, or that many employees carry their lockdown stress with them to the office. Managers should be well-equipped with the right tools for dealing with employees who feel overwhelmed and anxious, so they can recognise and effectively respond.

According to a June survey conducted by management consulting company McKinsey, 1 in 3 returning workers stated that going back to the office impacted their mental health, which would ultimately correlate to them wanting less responsibility at work.

Now more than ever, organisations must prioritise putting employee wellbeing at the core of their business model. However, finding the right balance is key, and businesses who are successful in doing so, will no doubt see a spike in overall productivity, because happy and motivated employees will equate to positive business results.

There are a few things that leaders can do to help facilitate an overall better working environment for employees, additional time off, offering flexible working hours, and a hybrid approach to their work would all help to minimise stress in the workplace. It would also be worth noting that they should take on full responsibility in setting new working practices, in that they too should opt into a hybrid working model, in order to lead by example.



## Influence of Artificial Intelligence

It's not an understatement to say that various industries are beginning to see the detrimental effects of artificial intelligence.

Artificial intelligence aims to increase productivity wherever it operates, but the process will have a price as it will decrease human interaction. Managing a team effectively depends on an interpersonal relationship developed between employees, something which cannot be achieved by AI.

In industries such as hospitality and human resources, AI has no or little place, as both rely heavily on human interaction. HR Managers deal with such wide-ranging issues daily that AI Technology simply could not comprehend; it is a necessity for human interaction to be at the fore.

AI will have a positive effect in some industries. For example, in manufacturing, it will reduce production time substantially; however, looking at the bigger picture, it seems that the disadvantages overshadow the advantages at this stage.

Perhaps we should ask whether it is simply a matter of management learning how to train their workforce for greater efficiency so that AI can be introduced minimally.

## INSTITUTE 2021 AGM REPORT

The Institute held its 56th AGM on 8th October 2021. The meeting was a virtual event chaired by the Institute Chairman, Dr Andrew Muir and attracted attendance by members keen to hear about the activities of the Institute over the past year.

The formal business of the AGM saw the membership voting for the retention of existing membership fees into 2022 and the acceptance of the 2020 Audited Accounts and Annual report. It was also noted that following elections to Council Andrew Muir and Richard Taylor were re-elected as Trustees.

The chairman outlined the activities of the Institute for the previous twelve months which due to the Covid Pandemic had been a challenging year for the Institute. Due to the efforts of Council members the membership had been provided with all the services that would normally have been available.

Throughout the pandemic all meetings, including those of Council and the AGM's have been virtual meetings, basically due to the various lockdown restrictions. Although not ideal, Council has still managed to make progress on a number of key areas of development.

Education – Members will have noted from the Institute journal that we have recently revised the IMS Certificate to reflect current market requirements. The Certificate is now divided into two, the IMS Measurement Practitioner and the IMS Productivity Analyst. I am pleased to say that the changes have been very well received, and the number of students undertaking the new education structure is increasing.

The Chairman concluded by summarising the past year being exceedingly challenging period for the Institute and the Council of Management but the new qualification structure and the outsourcing of admin to CYGNUL will ensure the future viability of the Institute.

The Institute Treasurer David Blanchflower reported on the 2020 Audited Financial Report indicating that the institute had completed the year in surplus and was financially in a very sound position.

The AGM concluded with the Institute President Professor Colin Coulson-Thomas giving an interesting presentation on productivity and the role of the Institute. Richard Taylor also gave an overview on the new Institute education structure and the high demand for IMS education courses.



### New Institute Examination Qualification

On page 6 of the Institute's June 2021 Journal and page 8 of the September 2021 Journal you will find full details of the Institutes new  
**IMS Productivity Analyst Qualification.**



## Would you like to be a Trustee of the Institute?

The Institute has vacancies for a number of Institute Trustees and would like to invite expressions of interest from Corporate members (MMS and FMS).

As an Institute Trustee, you would be the final decision-maker, with oversight of all the Institutes decisions. As a member of the Institutes Council of Management, your main role would be to set the direction and have oversight of how the Institute is being administered. Having set the executive strategy of the Institute, you would have responsibility for supporting the Institutes administration staff in their role of administering the Institutes implementation of the strategy set by Council

Trusteeship can be rewarding for many reasons - from a sense of making a difference to the Institute charitable purpose of supporting members in their roles as champions of productivity improvement.

If you are interested in supporting your Institute and becoming an Institute Trustee then please send an email to: [admin@ims-productivity.com](mailto:admin@ims-productivity.com) explaining your reasons for wishing to become a Trustee together with details of the skills you have that would assist the Institute. If you require further information an existing Trustee would be happy to speak with you and further explain the Trustees role.



*“Achieving excellence through people  
and productivity “*

**Institute of Management Services  
Lichfield Business Village  
Staffordshire University Centre  
Friary Way, Lichfield  
WS13 6QG**

Phone: 01543 308605

E-mail: [admin@ims-productivity.com](mailto:admin@ims-productivity.com)

Website: [www.ims-productivity.com](http://www.ims-productivity.com)

### Management Services Journal

Now Available online only

If you wish to receive a printed Journal by post at a cost of £25.00 per year (4 issues ) please contact our Administrator

Email: [admin@ims-productivity.com](mailto:admin@ims-productivity.com)

**Please update your contact details if they have recently changed.**



**Visit our website**